



Warranty Policy:

UAG only covers parts under the warranty scheme, labour, traveling and any loss incurred through machine failure is not warranted. Brand new machines and claims against them will be considered for cover on labour and transport on a case-by-case basis. UAG will repair any machine free of charge under warranty should it be able to be returned to UAG premises and has been approved for warranty cover by management. Warranties are not transferrable between dealers/agents.

Screw Compressor Warranty:

The following warranty policy applies to all screw compressors sold under the Detroit Air brand name imported by UAG Hardwares. Warranties are valid from date of purchase and documents reflecting date of purchase must accompany the completed warranty claim form in order to be processed.

Electrical motor, contractors and switchgear.

Electrical systems, parts and components are not covered against anything other than factory fault. In the case of motors, only bearing will be covered. If it can be shown that any electrical system has failed due to factory manufacturing defect, management will replace the faulty part only. All electrical warranty claims will be considered on their merits such as, but not limited to, failure type, usage conditions, hours of operation in relation to date of purchase and influencing factors.

Air-end.

The air-end is warrantied against factory defect for a period of five years only. This is calculated on hours used and is based on an 8 hour day.

This warranty covers catastrophic mechanical failure, due to poor workmanship or defective parts and/or materials. Fair wear and tear excluded.

This includes failure of:

Casings

Rotors

Bearings

Shaft seal and sleeve – hours based.

The following parts are covered by a two-year warranty only:

Fan

After-cooler

Sensors and PLC and VSD if applicable

Minimum pressure valve

Piping

Intake valve – excluding solenoids



Separator

Oil filter housing

All SR 220V screw compressor models are warranted as follows:

SR-5VSD / SR-6VSD / SR-7.5VSD Series Screw Compressor unit:

Compressor air-end returned for repair: Within 24 months after date of purchase.

Spare parts (except for three filters and oil): Within 12 months after purchase date.

Situations not covered, but not limited to the following:

Where it can be shown that installation procedure has not been followed, no warranty will be offered.

Where it can be shown that servicing has not been carried out, no warranty will be offered.

Where it can be shown that failure was due to low, contaminated oil, no warranty will be offered.

Where it can be shown that the machine overheated due to excessive duty cycle or lack of cooling due to incorrect installation, no warranty will be offered...

Situations covered, but not limited to the following:

Where it can reasonably be shown that the machine has been installed and maintained properly, a warranty will be given.

Where it can reasonably be shown that the machine failed prematurely or from new, a warranty will be given.

Good-will warranty:

Should a failure occur just out of prescribed warranty period, management will consider all merits of the claim and may or may not honour the warranty.

Each warranty claim will be taken on its own merits and honoured or rejected at the discretion of management.

Our goal is to offer you a trouble-free warranty period, we will do our best to ensure your machinery keeps running based on a good warranty and support policy.

PLEASE NOTE: machines that are designed to run 24/7 shift work can do so but should run within the capability of the air requirements. Air consumption should not exceed air delivery of the machine. This will be considered excessive use and should a warranty claim arise, this will be taken into account. We always aim to be fair and honourable in a warranty claim scenario, however, we do not hold ourselves liable for damages caused to undersized machinery. Should the machine suffer and catastrophic failure while under excessive use, the nature of the failure will be considered; This means that, for example, a casting crack develops or a fan blade falls off, we would cover blatantly obvious warranty claims that are not impacted by excessive use.



AIR DRYER WARRANTY:

The following warranty policy applies to all Air Dryers sold under the Detroit Air brand name imported by UAG Hardwares. Warranties are valid from date of purchase and documents reflecting date of purchase must accompany the completed warranty claim form in order to be processed.

Electrical motor, contactors, solenoids and switchgear.

Electrical systems, parts and components are not covered against anything other than factory fault. In the case of motors, only bearing will be covered. If it can be shown that any electrical system has failed due to factory manufacturing defect, management will replace the faulty part only. All electrical warranty claims will be considered on their merits such as, but not limited to, failure type, usage conditions, hours of operation in relation to date of purchase and influencing factors.

Refrigerated and adsorption dryers.

The air dryer is warrantied against factory defect for a period of two years only. This is calculated on hours used and is based on an 8 hour day.

This warranty covers catastrophic mechanical failure, due to poor workmanship or defective parts and/or materials. Fair wear and tear excluded.

The following parts are covered by a two-year warranty only:

Fan – NOTE: Bearing failure not due to ingress of any sort.

Compressor Motor – covered against catastrophic mechanical failure due to system failure or internal failure not related to voltage supply issues.

After-cooler/heat-exchange unit

Sensors and PLC

Minimum pressure valve

Piping

Solenoids

Centrifugal separator if fitted

Situations not covered, but not limited to the following:

Where it can be shown that installation procedure has not been followed, no warranty will be offered.

Where it can be shown that servicing has not been carried out, no warranty will be offered.



Where it can be shown that failure was due to low/high voltage, no warranty will be offered.

Where it can be shown that the machine overheated due to excessive duty cycle or lack of cooling due to incorrect installation, no warranty will be offered...

Situations covered, but not limited to the following:

Where it can reasonably be shown that the machine has been installed and maintained properly, a warranty will be given.

Where it can reasonably be shown that the machine failed prematurely or from new, a warranty will be given.

Good-will warranty:

Should a failure occur just out of prescribed warranty period, management will consider all merits of the claim and may or may not honour the warranty.

Each warranty claim will be taken on its own merits and honoured or rejected at the discretion of management.

Our goal is to offer you a trouble-free warranty period, we will do our best to ensure your machinery keeps running based on a good warranty and support policy.

PLEASE NOTE: machines that are designed to run 24/7 shift work can do so but should run within the capability of the air requirements. Air consumption should not exceed air delivery of the machine. This will be considered excessive use and should a warranty claim arise, this will be taken into account. We always aim to be fair and honourable in a warranty claim scenario, however, we do not hold ourselves liable for damages caused to undersized machinery. Should the machine suffer and catastrophic failure while under excessive use, the nature of the failure will be considered; This means that, for example, a casting crack develops or a fan blade falls off, we would cover blatantly obvious warranty claims that are not impacted by excessive use.



Piston Compressor Warranty

The following warranty policy applies to all piston machines and piston pumps sold under the Detroit Air brand name imported by UAG Hardwares. Warranties are valid from date of purchase and documents reflecting date of purchase must accompany the completed warranty claim form in order to be processed.

Pump

The pump is warrantied against factory defect for a period of two years only.

This warranty covers catastrophic mechanical failure, due to poor workmanship or defective parts and/or materials. Fair wear and tear excluded.

This included failure of:

Valve assemblies

Main bearings

Big-end and small-end bearing shells and bushings

Shaft seals

Pistons

Rings

Gudgeon pin and clip assemblies

Crank-shaft assembly

Gaskets

Crank case

Cylinders

Motor bearings

Tank

Pressure switch

Oil level glass



Engines

Engines, being as complex as they are, will need to be checked and evaluated accordingly. Engines require clean fuel, air and oil to run properly. A lack of any one of these can lead to serious damage that will not be warranted. Faulty engines need to be returned to us for evaluation or evaluated by an independent third party. Findings of the third party need to be documented and supported by real conclusive evidence. In the rare case of a factory fault, the engine will be repaired or replaced under warranty.

Electrical motor, contractors and switchgear.

Electrical systems, parts and components are not covered against anything other than factory fault. In the case of motors, only bearings will be covered. If it can be shown that any electrical system has failed due to factory manufacturing defect, management will replace that faulty part only. All electrical warranty claims will be considered on their merits such as, but not limited to, failure type, usage conditions, hours of operation in relation to date of purchase and influencing factors.

Parts not covered:

Pipes between heads

Delivery pipes

Non-return valve

Safety valves

Drain valves

Ball valves

Direct online starter

Air filters

Situations not covered, but not limited to the following:

Where it can be shown that installation procedure has not been followed, no warranty will be offered.

Where it can be shown that servicing has not been carried out, no warranty will be offered.

Where it can be shown that failure was due to low, contaminated oil, no warranty will be offered.

Where it can be shown that the machine overheated due excessive duty cycle or lack of cooling due to incorrect installation, no warranty will be offered...

Situations covered, but not limited to the following:

Where it can reasonably be shown that the machine has been installed and maintained properly, a warranty will be given.

Where it can reasonably be shown that the machine failed prematurely or from new, a warranty will be given.

Good-will warranty:

Should a failure occur just out of the prescribed warranty period, management will consider all merits of the claim and may or may not honour the warranty.



Each warranty claim will be taken on its own merits and honoured or rejected at the discretion of management. Our goal is to offer you a trouble-free warranty period, we will do our best to ensure your machinery keeps running based on a good warranty and support policy.

This warranty policy applies, in conjunction, to our general terms of service which are available on request.

Light Towers Warranty

Engines

Engines, being as complex as they are, will need to be checked and evaluated accordingly. Engines require clean fuel, air and oil to run properly. A lack of any one of these can lead to serious damage that will not be warrantied. Faulty engines need to be returned to us for evaluation or evaluated by an independent third party. Findings of the third party need to be documented and supported by real conclusive evidence. In the rare case of a factory fault, the engine will be repaired or replaced under warranty.

LED Lights

All LED lights will be covered by a standard 3-year warranty against factory defect only. Each claim will be assessed; management reserves the right to make the final decision on the claim.

The following components of the Light Tower will be warrantied for a period of 6 months only

Hydraulic motor and pump assembly

Mast

Engine + alternator assembly

Mast cabling

No other components or parts of light towers will be warrantied.

Mobile Diesel Screw Compressor Warranty

Engines

Engines, being as complex as they are, will need to be checked and evaluated accordingly. Engines require clean fuel, air and oil to run properly. A lack of any one of these can lead to serious damage that will not be warrantied. Faulty engines need to be returned to us for evaluation or evaluated by an independent third party. Findings of the third party need to be documented and supported by real conclusive evidence. In the rare case of a factory fault, the engine will be repaired or replaced under warranty.

Air-end.

The air-end is warrantied against factory defect for a period of five-hundred operation hours only. This is calculated on hours run whether under load or not..

This warranty covers catastrophic mechanical failure, due to poor workmanship or defective parts and/or materials. Fair wear and tear excluded.

This includes failure of:

Casings



Rotors

Bearings

Shaft seal and sleeve – hours based.

The following parts are covered by a five-hundred-hour warranty only:

Fan

After-cooler

Sensors and PLC and VSD if applicable

Minimum pressure valve

Piping

Intake valve – excluding solenoids

Separator

Oil filter housing

Situations not covered, but not limited to the following:

Where it can be shown that installation procedure has not been followed, no warranty will be offered.

Where it can be shown that servicing has not been carried out, no warranty will be offered.

Where it can be shown that failure was due to low, contaminated oil, no warranty will be offered.

Where it can be shown that the machine overheated due to excessive duty cycle or lack of cooling due to incorrect installation, no warranty will be offered...

Situations covered, but not limited to the following:

Where it can reasonably be shown that the machine has been installed and maintained properly, a warranty will be given.

Where it can reasonably be shown that the machine failed prematurely or from new, a warranty will be given.

Good-will warranty:

Should a failure occur just out of prescribed warranty period, management will consider all merits of the claim and may or may not honour the warranty.

Each warranty claim will be taken on its own merits and honoured or rejected at the discretion of management.

Our goal is to offer you a trouble-free warranty period, we will do our best to ensure your machinery keeps running based on a good warranty and support policy.

Date: 4 October 2021

